



## SUPERVISOR OF WORKFORCE DEVELOPMENT

JC: 000221

BU: 91 (NR)

PB: 7

FLSA: Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction, manages and administers the daily operations and activities of the Workforce Development Department including developing, monitoring and maintaining workforce development and job training programs that offer engagement, performance management, educational assistance, internships, employee forums and employee recognition programs; performs related duties as required.

### **CLASS CHARACTERISTICS**

This is the first line supervisor level of the Workforce Development Division. Classifications at this level are responsible for supervising, assigning and reviewing the work of subordinate staff. This classification may oversee the work of outside consultants or assist higher level managerial staff in planning and evaluating the quantity and quality of work performed by subordinate staff. This classification is distinguished from the Manager of Workforce Development in that the latter is responsible for the operations and activities of the Workforce Development Division and staff.

### **REPORTS TO**

Manager of Workforce Development or designee

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Manages and supervises the operations and activities of the Workforce Development Department; provides oversight of daily activities, escalations, strategies, goals and reporting.
2. Manages and administers the District's Educational Assistant Program; designs and implements training and development curriculum; facilitates and evaluates job training programs and files program reports.
3. Designs, develops and administers the Performance Management program providing system updates, training, reporting and development of instructional guides. Supervises program staff; ensures work quality and adherence to established policies and procedures; fosters partnerships with internal and external community partners to promote workforce development.
4. Provides program summaries, updates and reporting as requested by internal departments and

external agencies.

5. Participates in the development and implementation of goals, objectives, policies and priorities; implements, maintains and updates policies and procedures.
6. Oversees performance and develops studies and surveys; determines the scope of study and collection and analysis of; finalizes written recommendations on results.
7. Participates in the preparation and administration of various district-wide programs, policies, or procedures relating to human resources operations and activities.
8. Participates in the selection of assigned staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
9. Prepares a variety of reports, presentations and documents for use by department and executive managers; ensures maintenance of accurate records and files.
10. Responds to employee requests and public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner; may act as assigned human resources expert witness in legal actions.
11. Attends and participates in professional group meetings; may represent Department on various committees throughout the District.
12. Stays abreast of new trends, legislation and innovations in the field of human resources.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations, services and activities of human resources administration including processes, modules, recruitment, testing and, selection, classification, compensation, benefits, employee assistance, workers compensation program administration, human resources information systems (HRIS) and performance and learning
- Principles, practices and processes of human resources management
- Principles and practices of program development and administration
- Principles and practices of project management.
- Principles and practices of classification and compensation program administration
- Principles and practices of human resources information systems (HRIS)
- Principles and practices of organizational development, management and leadership training
- Principles and practices of training program development
- Methods and techniques of research, and data collection and analysis
- Methods and techniques of designing and conducting applicant and assessment programs.
- Methods and techniques of effective communication
- Methods and techniques for assessing performance against established objectives
- Principles of advanced report writing
- Advanced methods and techniques of implementing personnel services in assigned program areas

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- Principles and practices of supervision and training
- Federal, State and local codes, laws, guidelines, and regulations

### **Skill/Ability in:**

- Performing complex duties relative to assigned functional area, including recruitment, testing and selection, job evaluation, classification and compensation, benefits program administration, employee assistance, workers compensation, human resources information systems (HRIS) and performance and learning
- Supervising and coordinating assigned human resources programs
- Selecting, supervising, training and evaluating staff
- Applying practices, theories, techniques and management methodologies to assigned area
- Interpreting and applying department policies and procedures
- Analyzing complex problems, identifying alternative solutions, making recommendations
- Conducting compensation and benefits surveys and analyzing data
- Overseeing human resources information systems (HRIS)
- Conducting performance and learning programs
- Designing and developing supervisory and management training programs
- Performing research and data analysis and reporting
- Analyzing workflow performing strategic analysis
- Operating office equipment including computers and supporting word processing and spreadsheet applications
- Preparing clear and concise reports and documentation
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

### **MINIMUM QUALIFICATIONS**

#### **Education:**

Possession of a bachelor's degree in Business Administration, Human Resources or a related field from an accredited college or university.

#### **Experience:**

The equivalent of four (4) years of full-time progressively responsible in human resources, workforce development, training or related experience, which must have included at least one (1) year of lead experience.

#### **Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment; exposure to computer screens.

#### **Physical Conditions:**

May require maintaining physical condition necessary for sitting for prolonged periods of time.

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**BART EEO-1 Job Group:** 1500 – Supervisors/Other

**Census Code:** 0650 – Training Workers

**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created :** October 2001

**Revised:** June 2019

October 2022